

Claims

What is claimed as being new and desired to be protected by Letters Patent of the United States as follows:

1. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising;

at a client system,

displaying an icon for on-line help, and

in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session,

at a storage media,

identifying a user's profile through the received serial number from a client system, and

transmitting the said user's profile information to a multimedia helping agent system,

at the helping agent system,

identifying the user priority through the received user profile information,

based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and

transmitting the Web page address information along with multimedia helping information to the client system.

2. The method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media.
3. The method and system according to claim 2 wherein a designated storage media maps a unique user's profile information in response a serial number received from a client system.
4. The method and system according to claim 3 wherein a designated storage media sends a unique user profile information to a helping agent's system.
5. The method and system according to claim 3 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites.
6. The method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites
7. The method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile.
8. The method and system according to claim 1 wherein the storage media contains the records of the logged-in user that define a user's profile.
8. The method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of;

at the client system,

transmitting the web site address currently being displayed at the helping agent system,

at the helping agent system

receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server.

8. The method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address.

9. The method and system according to claim 7 wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates.

10. The method and system according to claim 9 wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other on their respective screens.

11. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising:

at a client station,

(a) means for initializing a help session,

(b) means for transferring the web page information to a helping agent system, and

(c) means for transferring mouse co-ordinates to the helping agent system,

at the helping agent system,

- (a) means for identifying a user operating on a client system through a unique user's profile,
- (b) means for accessing the same Web page information as fetched by the client system,
- (c) means for sending the web page address to the client system, and
- (d) means for establishing a multimedia session with the client system.

12. The method and system according to claim 11 wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN).

13. The method and system according to claim 11 wherein agent system establishes a multimedia connection with the client system over any type of data network.